

## Quality Policy

ST\*R Learning aims to provide the highest standard of training and service to all learners and clients participating in work-based learning and consultancy.

In addition to providing excellent training resources, employing competent training personnel and assessors, and ensuring that our staff are fully conversant with our standards and procedures, we seek to ensure that the standard of training and services will remain high and continuously improve by underpinning the work we do with a set of quality assurance arrangements.

The following procedures support this policy:

- \* Learners are requested to provide feedback on the standard of training at key stages of their learning.
- \* Trainers are required to provide feedback after each workshop.
- \* On-going visits to employers and telephone surveys will enable us to monitor the performance of our training staff, gain feedback on how training could be improved and to monitor how the training has supported the learners' performance in the workplace.
- \* Written procedures ensure key processes are fit for purpose. These include recruitment of both permanent and contract staff, induction, initial assessment, training plans and delivery, trainee reviews and assessment. Internal audits are carried out on all procedures to ensure they are consistently being followed.
- \* We conduct a self assessment every year involving all our staff, sub-contractors, and a sample of clients and learners. This process helps us identify our strengths, weaknesses, opportunities and threats.
- \* An action plan is developed from the self assessment which outlines developments needed on a long term basis. The action plan is updated regularly to record progress to date and add any new actions required.
- \* Observations are carried out on workshop teaching/ off-the-job training and suggestions made on how this could be improved.
- \* Internal Verification procedures ensure that all on-the-job training is consistent across the company.

These arrangements are designed to complement each other and fit together to form a comprehensive and cost-effective quality assurance strategy.

The nominated person responsible for managing the Quality systems within ST\*R Learning Ltd is: Roger Stent, Director, who can be contacted at the address below.

Signed Roger Stent, Director

Dated after Review 06.01.2014

Date of next review 06.01.2016